

Breaking Down the

BARRIERS

Alberta Infrastructure and Transportation

October 2007

Regional Municipality of Wood Buffalo Specialized Transportation Services Provides Access in Fort McMurray

The Regional Municipality of Wood Buffalo Specialized Transportation Services, commonly known as "the Bus," provides door-to-door service for seniors and persons with disabilities for the following purposes: work, education, medical treatment,



therapy, volunteer commitments, shopping and recreation. The Bus picks up passengers within the City of Fort McMurray and passengers can, upon request, travel to intercity bus terminals and to the regional airport.

The Bus began transporting passengers in 1980, operating with two retrofitted vans with wheelchair lifts. Today, the Bus is part of the Regional Municipality of Wood Buffalo, Fleet and Transit, and has grown to a fleet of four buses, all of which have wheelchair lifts. The four buses can accommodate a total of 42 passengers: 31 walk-on passengers and 11 passengers who use wheelchairs. Guide and service dogs are also welcome on the vehicle.



The six drivers who are employed under the program assist passengers onto the vehicle and also help them with their mobility aids, such as walkers, crutches and canes. Drivers assist passengers with any parcels, bags or other items, and ensure they safely enter buildings at their destination. Passengers who use wheelchairs are given priority on the Bus.

The Bus operates from Monday to Saturday, from 8 a.m. to 6 p.m. on Monday, Wednesday, Thursday and Friday. On Tuesdays, the Bus provides extended hours of service, operating from 8 a.m. to 9:30 p.m. On Saturdays, the Bus operates from 8 a.m. to 4 p.m.

It is recommended that passengers reserve at least 24 hours in advance to ensure that space is available. The fee is \$1.25 for a one-way trip and \$2.50 for a round trip.

The Bus transported a total of 9,358 passengers in 2006.

For more information, contact:

Diane Dreddy

Scheduler, Specialized Transportation, Fleet and Transit

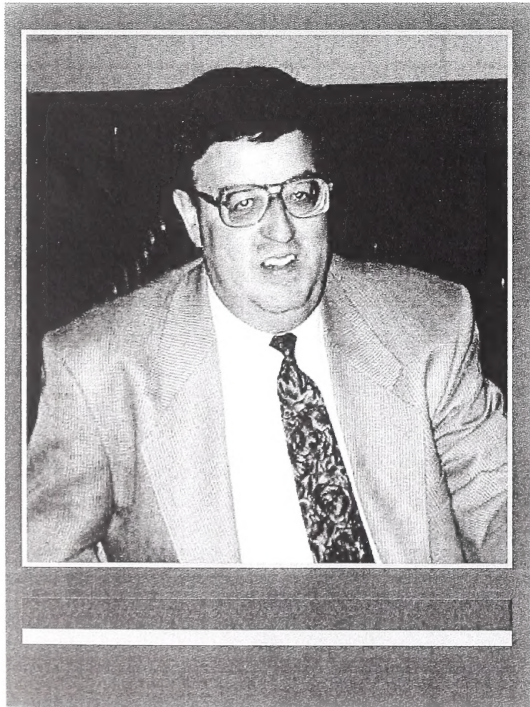
Municipality of Wood Buffalo

Phone: (780) 743-7909

Website: www.woodbuffalo.ab.ca

E-mail: diane.dreddy@woodbuffalo.ab.ca

Profile: Rick Johnson, Canadian National Institute for the Blind



1. How did you become interested in Transportation issues?

The reason I became interested in transportation is that public transit has been my mode of transportation for the past 22 years due to vision loss.

2. What is your role on the Barrier Free Committee and why did you become involved?

My role is to represent the Canadian National Institute for the Blind on issues relating to a barrier free Society. The reason I became involved is that I was asked by the Canadian National Institute for the blind to represent them on this committee.

3. What are some of the major concerns or issues you have related to accessible transportation?

My major concerns are accessible signal crossings in all major towns and cities in the province of Alberta. All public transit drivers in the province of Alberta should announce both the location of the bus and all bus stops to people with vision loss.

France Passes Accessibility Legislation



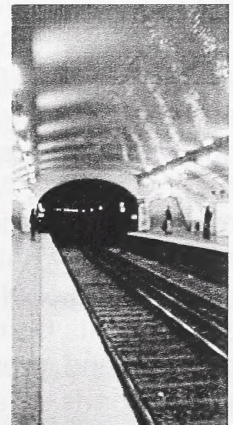
On February 11, 2005, France passed legislation to ensure equal rights for persons with disabilities. Among other issues, the legislation stipulates that national street infrastructure and public transit must be fully accessible to persons with disabilities and to persons with reduced mobility by 2015.

Since 2005, government officials in France have worked to draft and implement regulations that will make public transit compatible with the new legislation at the national, regional and local levels.

Regulations for street infrastructure, public spaces and buses have been published, while regulations for urban railway rolling stock are expected shortly. These new regulations specify accessibility standards for buses, railway rolling stock, and tramways, as

well as for the interchanges between these different transportation modes.

In developing these regulations, the Government of France consulted with the National Consultative Council of Disabled Persons, which includes representatives of associations for persons with disabilities. Consultation with these stakeholders must occur again in the implementation of accessible public transit regulations at the regional and local levels.



Where the French federal government is responsible for transportation - national railways, for example - accessibility measures will be directly implemented. Where local governments or regional transportation authorities are responsible for the delivery of public transportation, they must complete public transit accessibility master plans by February 2008.

Until the national public transit network is made fully accessible, persons with disabilities will be able to access specialized transit services for the same fare as for standard public transit services.

For more information, please contact:

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Centre for the Study of Urban Planning, Transport and Public Facilities,
France

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Traffic Safety Plan Newsletter

In 2006, the Government of Alberta released its **Traffic Safety Plan**. Entitled "Saving Lives on Alberta's Roads," Alberta's **Traffic Safety Plan** is a comprehensive strategy designed to reduce traffic-related deaths and injuries in the province.

Alberta Infrastructure and Transportation released a bulletin, the "Office of Traffic Safety Newsletter," to keep Albertans informed of developments undertaken to implement the **Traffic Safety Plan**. The first edition, August 2007, provides information on new staff positions, new data collection software, regional co-ordinators, commitments from enforcement agencies and improvements to keep roads safe.



Three Year Action Plan

The Office of Traffic Safety is currently working with its partners to draft a three-year action plan, outlining implementation and performance measures for years one, two and three of the Traffic Safety Plan (TSP).

New staff positions support traffic safety plan

Two key positions have been created to support the Traffic Safety Plan.

Liz Owens was the successful candidate for the position of Director, Policy, Research and Public Education. Liz has 25 years experience in the area of road safety and has worked extensively on many national road safety committees and in recent years has played a key role in the development of Alberta's Traffic Safety Plan. Two of Liz's key activities will be to establish:

- a provincial research committee, and
- a provincial communications committee (with Eileen McDonald, Alberta Infrastructure and Transportation Communications)

Interviews for the position of Director, Community Mobilization, have been completed and an announcement will be made soon of who the successful candidate is. This person will be responsible for the Community Mobilization Strategy, including oversight of 16 regional traffic coordinators province-wide.

In addition to these new staff positions, there are also two provincial steering committees supporting the work of the Office of Traffic Safety. The Alberta Occupant Restraint Program (AORP) and the Provincial Impaired Driving Committee (PIDC) will support the priorities of occupant restraint and impaired driving. In the near future, OTS will establish an additional province-wide committee, Speed and Intersection Safety Management (SISM) to tackle the priority of speed and intersection collisions.

Enforcement agencies pilot new data collection software

A key initiative under the Traffic Safety Plan is to improve traffic safety data collection. In support of this initiative, Alberta Infrastructure and Transportation and its Alberta traffic safety partners agreed to conduct a pilot of the data collection software TraCS.

The project included the development and piloting of an automated collision report form, violation ticket and Commercial Vehicle Safety Alliance (CVSA) inspection form. The Calgary Police Service piloted the violation ticket, Medicine Hat Police Service piloted the collision form and Alberta Infrastructure and Transportation's Commercial Vehicle Enforcement Branch piloted the CVSA inspection form. The pilot is continuing with officers from the Stony Plain RCMP detachment piloting the three forms together.

This pilot is being funded by Alberta Infrastructure and Transportation, Transport Canada and Manitoba Public Insurance. A final report is being developed and the results will be shared with the Alberta traffic safety partners.

Regional coordinators take plan to communities throughout Alberta

A key strategy within the Alberta Traffic Safety Plan is to have coordinated, collaborative community-based delivery of traffic safety programs, initiatives and communications. To facilitate community mobilization, funding has been provided by Alberta Health and Wellness and Alberta Infrastructure and Transportation to hire 16 regional traffic safety coordinators who will be located in regions and communities across the province (11 within regional health authority boundaries and five for Aboriginal communities).

These coordinators will facilitate the development of traffic safety committees, assist with the identification of local traffic safety issues and solutions, and link local and regional initiatives with provincial initiatives. Coordinators will be working with existing traffic safety stakeholders and will be traffic safety resources within the local communities.

The newsletter is available by clicking on the following link:

www.infratrans.gov.ab.ca/INFTRA_Content/docType48/Production/officeoftrafficsafety.pdf

For more information, contact:

Alberta Infrastructure and Transportation

Office of Traffic Safety

Telephone: (780) 422-8839

Updated Toolkit for Providers of Accessible Transportation Services

Alberta Infrastructure and Transportation has updated its publication, **Resources for Providers of Accessible Transportation Services - A Toolkit**.

The Toolkit was developed as a resource for providers of accessible transportation with input from the Alberta Advisory Committee on Barrier Free Transportation. It contains information on non-financial resources, including strategic planning and regional co-ordination guides. The Toolkit also offers information on funding streams at the federal, provincial and municipal levels that providers of accessible transportation can utilize.

One federal funding source is Transport Canada's **Moving on Sustainable Transportation (MOST) Program**. The Most Program supports projects that provide practical information and tools for transportation issues, encourage innovative promotion of transportation and achieve quantifiable environmental and developmental benefits. Accessible transportation projects that meet certain criteria are eligible to receive MOST funding.

A provincial funding source is Alberta Infrastructure and Transportation's **Streets Improvement Program**. This program provides funding for capital street improvements as well as barrier free transportation initiatives to improve accessibility for seniors and persons with disabilities.

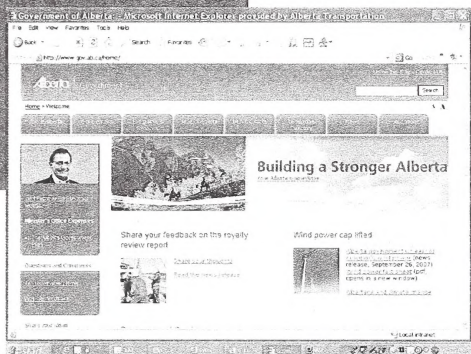
The toolkit can be found at:

www.infratrans.gov.ab.ca/INFTRA_Content/docType55/Production/resacctransprov.pdf

DID YOU KNOW

Government of Alberta Redesigns its Website

The Government of Alberta has launched its redesigned website, which can be found online at www.alberta.ca. The new website has been designed to be accessible to all users, is compatible with popular screen reading software and can be used by persons who may not be able to use a mouse.



In October 2007, Alberta Infrastructure and Transportation will be implementing similar changes to its website. The new website will conform to the same accessibility standards as the Government of Alberta's redesigned website.

More information on the accessibility features of the Government of Alberta's website can be found at: www.alberta.ca/home/accessibility.cfm

DATS Implements New Interactive Voice Response Technology

Edmonton's Disabled Adult Transit Service (DATS) has successfully implemented Interactive Voice Response software that telephones customers to tell them their DATS ride is on the way. DATS operators initiate the call when they are five to 10 minutes away from the customer's pick-up address.

Over the years, DATS noticed that wait times were increasing because customers were not ready during their pick-up window. The goal of implementing Interactive Voice Response technology was to improve customer service by reducing wait times.

Initial customer feedback has been very positive. Of those surveyed, 76 per cent rated customer service to be good to excellent, and 57 per cent reported that Interactive Voice Response has helped them plan for their ride. DATS operators also report that it has reduced waiting times when picking up and dropping off customers. Based on preliminary sample data, Interactive Voice Response has reduced DATS' wait times by approximately 44 per cent.

To date, the new Interactive Voice Response technology has been well received by DATS clients. The following are some of their comments:

"It gives me more freedom."

"My mother has been anxiously waiting for this service to come into play and Interactive Voice Response has helped her immensely."

"I am very happy with the Interactive Voice Response service and all of the drivers. The service is fantastic. Thank you."

For more information, contact:

DATS

Phone: (780) 496-4570

Website: takeETS.com and follow the links to the DATS pages

Accessible Taxi Bylaws in Calgary and Edmonton



In February 2007, the City of Calgary passed a Livery Transportation Bylaw. This Bylaw (6M2007) governs taxis, accessible taxis and limousines. Highlights of the City of Calgary's Livery Transportation Bylaw provisions on accessible taxis include:

- Drivers of accessible taxis must give priority to calls received from persons with disabilities;
- Taxi brokerages must give priority for the use of accessible taxis to passengers who require accessible taxis;
- Accessible taxis must meet all Canadian Motor Vehicle Safety Standards and Canada Association Standard D409-02 Motor Vehicle for the Transportation of Persons with Physical Disabilities;
- No more than 100 accessible taxi plates will be issued unless otherwise approved by the Council of the City of Calgary; and
- Accessible taxis must meet a vehicle inspection standard.

On April 10, 2007, the City of Edmonton consolidated its Accessible Taxi Bylaw. It was under this consolidated Bylaw that the City of Edmonton issued 35 accessible taxis licences in May 2007. Highlights of the City of Edmonton's Accessible Taxi Bylaw include:

- A taxi corporation can hold accessible taxi licenses only in multiples of five;

- A taxi corporation with accessible taxis must ensure that at least one out of every five accessible taxis is in service at all times;
- Priority must be given to passengers who use mobility aids as the result of a physical disability; and
- Operators of accessible taxis must pass enhanced training requirements with the intent of providing exemplary customer service.

For more information on the City of Calgary's accessible taxi bylaws, contact:

Ella Anderson
Licensing Co-ordinator, Livery Transportation Services
City of Calgary
Phone: (403) 221-3581
E-mail: liverytransport@calgary.ca

For more information on the City of Edmonton's accessible taxi bylaws, contact:

Edmonton Taxi Cab Commission
City of Edmonton
Phone: (780) 496-5244
E-mail: Taxicommissionadministration@edmonton.ca

More Accessible Taxis on the Road in Ottawa



In 2005, Ottawa City Council voted to create 160 new accessible taxi licences. In April 2007, City Council issued the first 40 of these accessible taxi licences, and determined to accelerate the issuance of the remaining licences. Forty more plates will be issued on October 1, 2007 and on October 1, 2008. City Council will issue the remaining 40 on October 1, 2009. These licences will be non-transferable.

On July 11, 2007, City Council approved a number of amendments to its Taxi Bylaw to improve on-demand accessible taxi service. These amendments included accelerating the issuance of the remaining 120 new accessible taxi plates as follows:

- Drivers of accessible taxis must complete an Accessible Taxicab Training Course and are mandated to provide basic assistance to passengers with disabilities. In January 2009, to ensure dependable on-demand accessible service, all taxi brokers with a fleet of more than 24 taxicabs will be required to have at least 10 per cent of their fleet as accessible taxicabs. This number will

increase to 15 per cent in 2010. Taxi brokers will also be required to ensure that one or more of their accessible taxis are available for on-demand service at all times.

- Accessible taxi drivers and taxi brokers must give priority to requests for taxi service from persons with disabilities, including people with injuries. Every broker who receives a request for an accessible taxi, but cannot immediately provide the service, will be obligated to refer the request to another broker who can provide immediate service.
- Accessible taxicabs will be equipped with a Global Positioning System to easily determine each vehicle's location and allow for enhanced dispatching to the closest available taxicab.

For more information, contact

Linda Anderson

Manager, Enforcement and Inspection

City of Ottawa

Phone: (613) 580-2424 extension 29257

E-mail: linda.anderson@ottawa.ca

Ontario's Accessible Customer Service Standard is Now the Law

Ontario's Accessibility Standards for the Customer Service Regulation will come into effect on January 1, 2008. Businesses and organizations that provide goods or services to people in Ontario, including individuals and organizations providing passenger transportation services, are now legally required to make their customer service operations accessible to people with disabilities.

What will the accessible customer service standard require organizations to do?

All organizations with at least one employee that provide service to customers in Ontario will:

- Establish policies, practices and procedures governing the provision of goods or services to persons with disabilities, including a policy about the use of assistive devices, and use reasonable efforts to ensure that their policies, practices and procedures are consistent with the following principles:

- the goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities;
- the provision of goods or services to persons with disabilities and others must be integrated unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services (for example, assisting a person with a disability to reach items on a shelf);
- persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services;
- communicate with customers with disabilities in a manner that takes into account the customer's disability (for example, providing a publication in an alternative format, such as audio or Braille);
- train their customer service staff, volunteers and people responsible for developing the organization's customer service policies, practices and procedures in the provision of accessible customer service;
- permit customers with disabilities who have support persons or service animals to use them while accessing goods or services in premises open to the public and, where admission fees are charged, provide advance notice concerning what admission, if any, would be charged with respect to a support person;
- provide notice when accessibility to services or facilities for customers with disabilities is temporarily disrupted (for example, posting signs at the entrance of a building to let customers know that one or more elevators are temporarily out of service); and
- establish a mechanism for customers to provide feedback respecting the provision of customer services to persons with disabilities and for the organization to take action on complaints.

When does the Accessibility Standards for the Customer Service Regulation come into effect?

To give organizations time to implement the requirements of the standard, the timetable for compliance and reporting is being phased in by 2012.

The Ontario government and other designated public sector organizations will be required to comply with the regulations and report on their compliance by 2010. All other obligated organizations will be required to comply by 2012.

The regulations will be reviewed in five years (by 2013) to determine whether any of the requirements should be changed.

The Accessibility Standards for Customer Service can be found at:
www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070429_e.htm

For more information, contact;

Michael Sullivan

Policy Advisor

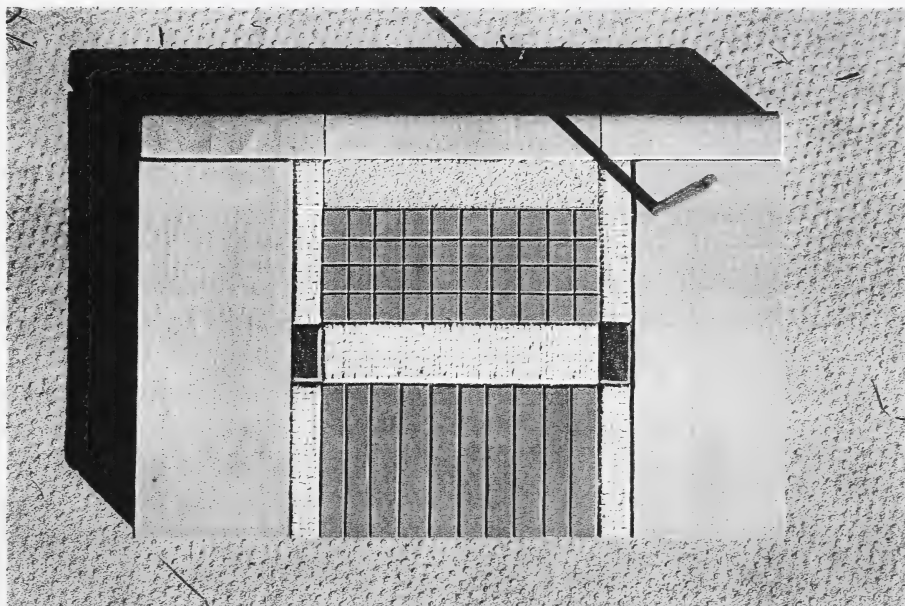
Accessibility Directorate of Ontario

Phone: 416-314-6047

E-mail: Michael.J.Sullivan@ontario.ca

Universal Design for Bus Stops

“Universal design is the design of products and environments to be usable by all people.”¹ These environments include bus stops which, when constructed using the principles of universal design, become accessible to all persons.



Universal design has seven commonly accepted principles that provide a valuable and comprehensive guide for architectural decision making. When translated to apply to bus stops, these principles include:

- **Equitable Use** - the bus stop acknowledges everyone equally, not isolating or stigmatizing any users, and is equivalent in terms of privacy, security, safety and convenience. For example, providing a ground surface that is smooth for wheelchairs, and has a colour and texture contrast as ground cues for persons with visual impairments;
- **Flexible Use** - there is a built-in flexibility that permits several different uses of the bus stop (for example, as a waiting area, a safe zone, a shelter from inclement weather, etc.). To aid persons who have hearing impairments, a television screen announcing expected bus arrival times could be installed in the bus shelter;
- **Simple and Intuitive** - all changes at the bus stop are easy to understand and are intuitively obvious so as to ensure spontaneous use by all passengers. An example of this would be to provide signage, texture and colour finishes that are easy to identify, especially by persons with visual or cognitive disabilities;
- **Perceptible Information** - information at the bus stop will be provided in a variety of modes - written, symbolic, tactile, verbal and acoustic - to involve as many senses as possible. Signage could be provided in a combination of word, symbols and Braille;
- **Tolerance for Error** - bus areas are devoid of any features that may be hazardous or inconvenient for users. Shelters, benches, phones, route information and trash could be located adjacent to the bus area, outside the path of travel through the bus stop area, and on ground materials that indicate a tactile change;
- **Low Physical Effort** - the bus stop requires little or no physical effort and is easy to use. The entrance to the bus area is a smooth surface, clear of all obstacles, and devoid of elevation changes; and
- **Size and Space for Approach and Use** - there is a clear path of travel to and from the bus stop, a point that emphasizes getting to the bus stop is as important as being at the bus stop. An example of this would be providing a space that is both large enough for an individual in a wheelchair to move about, and clearly defined for movement of persons with visual or cognitive limitations.

¹ The term “universal design” was first coined in 1985 by American Architect Ron Mace; Mr. Mace started the Center for Universal Design at the North Carolina State University; statement by the Center for Universal Design, 1999.

For more information, contact

Ron Wickman, BA, BEDS, M. Arch., Architect, AAA, MRAIC

Phone: 780-430-9935

E-mail: rwickman@shaw.ca

Red Arrow Motorcoach Offers Accessible Coaches



Red Arrow Motorcoach is committed to ensuring that all travelers are able to access its service. In 1994, Red Arrow introduced its first wheelchair lift-equipped coach. Since then, all of its new motorcoaches have been equipped with a wheelchair lift. In addition, bus operators assist riders with their luggage and help secure and store mobility aids for passengers.

To request Red Arrow's wheelchair lift service, passengers must make seat reservations 24 hours prior to departure. Discounted fares are available for persons with disabilities. Where disabled persons require an attendant, the attendant travels at no charge.

Red Arrow recently invited Barry Lindemann, a member of the Canadian Paraplegic Association, to experience the wheelchair lift on its newest motorcoach.

According to Red Arrow, Barry said he was, "... very impressed with the ease of getting on board the coach





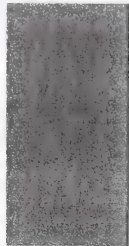
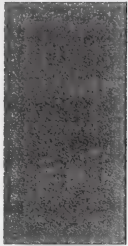
And the comfort offered," and that he, "... recommends and encourages others to experience this unique barrier free travel opportunity."

For the safety of wheelchair passengers, boarding and disembarking is offered from the following locations:

- Edmonton Ticket Office (Holiday Inn Express Plaza)
- Holiday Inn (North Red Deer)
- Calgary Ticket Office (Fording Building)
- Fort McMurray Ticket Office (Fort McMurray)



For more information, contact:
Red Arrow Motorcoach
Phone: 1-800-232-1958
Website: www.redarrow.ca
E-mail: info@redarrow.ca



Transport Canada Releases Its Disability Awareness Training Program

Transport Canada has developed a new disability awareness training program entitled **Getting on Board**. The training program is designed only for employees of small transportation service providers operating within the federal transportation system.

Getting on Board is a bilingual disability awareness training kit that contains a disability awareness training manual, a guide to physically assisting persons with mobility disabilities, a workshop guide and a training video. The video contains testimonials from persons with disabilities and scenarios depicting interactions between persons with disabilities and transportation industry employees.

Small transportation service providers operating within the federal transportation system may obtain the disability awareness training kit by calling 1-800-665-6478.

Canadian Transportation Agency Makes Accessible Transportation Rulings

The Canadian Transportation Agency (the Agency) released a number of accessible transportation rulings in the summer and fall of 2007. The following are summaries of the rulings made.

- The Agency determined that a passenger with an allergy is a person with a disability and that the air carrier's refusal assist a passenger through an airport terminal constituted an obstacle to her mobility.

For more information, please visit:

http://www.cta-otc.gc.ca/rulings-decisions/decisions/2007/A/AT/335-AT-A-2007_e.html

- The Agency determined that the air carrier's failure to communicate to a passenger its policy of not allowing passengers to use their own oxygen equipment on board its flights constituted an undue obstacle to the passenger's mobility.

For more information, please visit:

http://www.cta-otc.gc.ca/rulings-decisions/decisions/2007/A/AT/358-AT-A-2007_e.html

Human Rights Tribunal of Ontario Orders Toronto Transit Commission to Call Out Bus and Streetcar Stops

On July 26, 2007, the Human Rights Tribunal of Ontario (the Tribunal) released a decision in a human rights complaint filed by David Lepofsky. Mr. Lepofsky, who is blind, had argued that the Toronto Transit Commission has a duty to clearly announce all streetcar and bus stops. The result was a decision in favour of Mr. Lepofsky.

The Tribunal ordered that the Toronto Transit Commission “implement a program whereby all surface stops will be clearly and consistently announced and the program ... be in place within 30 days” of the decision. The Tribunal further ordered that the implementation plan include monthly auditing and educational seminars for drivers, supervisors and senior management.

This ruling follows a 2005 decision of the Tribunal that the Toronto Transit Commission must clearly announce every stop on the city's subway.

For more information, please contact:

Human Rights Tribunal of Ontario

Phone: 1-800-668-3946

TTY: 1-800-424-1168

E-mail: hrto.registrar@ontario.ca

Website: www.hrto.ca



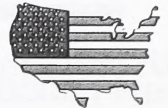
Illinois Senate Passes Legislation on Parking Placards for Persons with Disabilities

On May 21, 2007, the Illinois Senate passed new legislation on the use of parking placards. This legislation, which will move to the Illinois House of Representatives, clarifies that parking placards are not transferable between individuals. A friend or relative of a placard holder cannot use the holder's placard to park in a designated parking stall unless the placard holder is present.

The legislation imposes progressive penalties for individuals who repeatedly misuse parking placards, as well as penalties to placard holders who allow others to use their placard.

A second violation of parking placard regulations will result in a \$750 fine and a possible suspension of driving privileges. A third or subsequent violation will result in a \$1,000 fine, and a possible suspension of driving privileges. Third-time and subsequent violators may also have their parking placard suspended or revoked.

There are currently over 455,000 parking placards in use in Illinois.



Source: American Association of Motor Vehicle Administrators, May 21, 2007.

Website: www.aamva.org/Publications/TWiR/2007/Month05/Day21/ILDisabilityParkingAbuseLegislation.htm

Changes to Paratransit Service in Lethbridge and Ottawa

Recent changes have occurred in the provision of paratransit service in both Lethbridge and Ottawa. In Lethbridge, the Lethbridge Handi-Bus Association (the Association) had been the city's sole provider of paratransit services. However, on August 1, 2007, Lethbridge Transit began to provide paratransit services in the city, and drivers from the Association are now working for Lethbridge Transit. Lethbridge Transit operates all 20 of the Association's handi-buses.

In Ottawa, the Ottawa-Carleton Regional Transit Commission (OC Transpo) is planning to make some changes to its Para Transpo operations, which provide door-to-door service for persons with disabilities. There are currently 91 wheelchair accessible vans that provide transportation to eligible Para Transpo customers. Although these vans are currently operated by a private company, beginning on January 1, 2008, OC Transpo will assume responsibility for the

delivery of this service.

Additionally, OC Transpo initiated a Taxi Coupon Program on July 1, 2007. The Taxi Coupon Program is a pilot project that allows Para Transpo customers to take discounted taxi service with one of six participating taxi companies.

For more information about paratransit services in Lethbridge, contact:

Lethbridge Transit

Phone: (403) 320-3885

Website: www.lethbridge.ca

For more information about paratransit services in Ottawa, contact:

OC Transpo

Phone: (613) 741-4390

TTY: (613) 741-5280

Website: www.octranspo.com

E-mail: ocinfo@ottawa.ca

Useful Links

Welcome to the "Useful Links" section. This section features a variety of useful transportation related websites that may be of interest to persons with disabilities and service providers. Please note that Alberta Infrastructure and Transportation does not necessarily endorse these websites, nor can it ensure the accuracy of the information contained in them.

- Canadian Transportation Agency - Accessible Transportation Bulletin to Transportation Service Providers - Provides information on accessible transportation developments with respect to the federally regulated transportation system.
www.cta-otc.gc.ca/access/common/information/2007/2007-09-18_e.html
- Government of Ontario - AccessON - Provides information to the business sector on accommodating persons with disabilities.
www.accesson.ca/ado/english/index.htm
- City of Edmonton - Advisory Board on Services for Persons with Disabilities - Advocates for persons with disabilities in a variety of ways, including promoting accessible transit and audible traffic signals.
www.edmonton.ca/disability

- Dignity Transportation Inc. - Wheelchair Accessible Limousine - According to the website, this is the only wheelchair accessible limousine in North America.

www.dignitytransportation.com/inser5.asp

- Mobi-Mat - A device that will help someone using a wheelchair travel on sand or other soft ground.

www.mobi-mat-civil-access-deschamps.com/en/welcome.php

If you know of any transportation related websites that you would like to share with readers in a future issue, please submit them to:

Don Hardy

Policy Advisor, Barrier Free and Passenger Services

Alberta Infrastructure and Transportation

Phone: (780) 422-3801

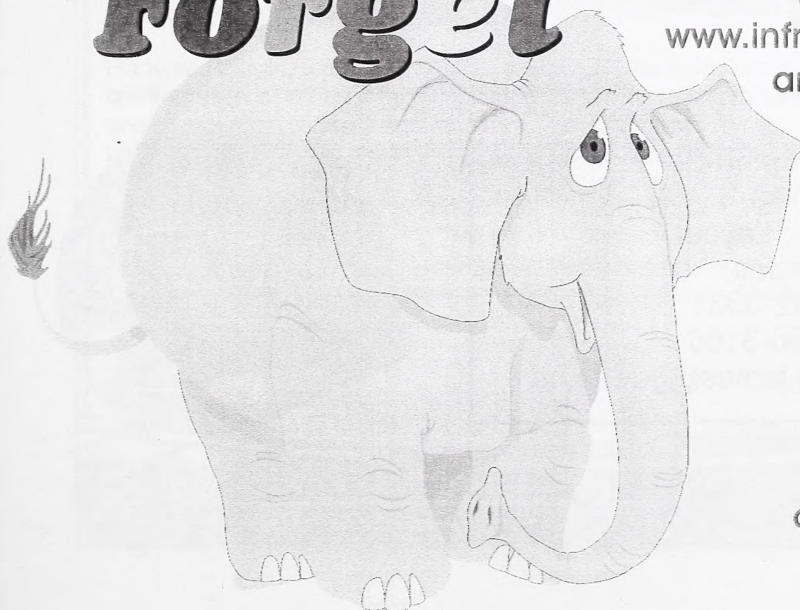
E-mail: donald.hardy@gov.ab.ca

Don't Forget

To access key information on Barrier Free initiatives, please visit Alberta Infrastructure and Transportation's website at

www.infratrans.gov.ab.ca

and "click" on the international symbol for mobility



at the bottom of the column at the left.

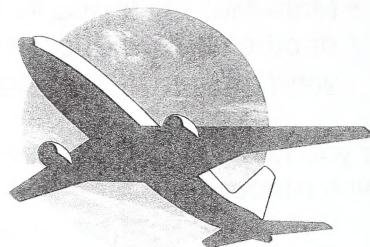


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